

Docket No. PIP-75-WILL

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF: Eric Williams, et al.

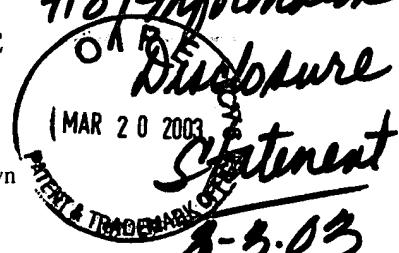
INT APP. NO: 09/826,814

GAU: 2162

FILED: 04/06/01

EXAMINER: Unknown

FOR: Integration of Multiple Consumer Communications



INFORMATION DISCLOSURE STATEMENT UNDER 37 CFR 1.97

ASSISTANT COMMISSIONER FOR PATENTS
WASHINGTON, D.C. 20231

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REFERENCES

- The applicant(s) wish to make of record the references listed on the attached PTO-1449. Copies of the listed references are attached.
- A check is attached in the amount required under 37 CFR §1.17(p).

RELATED CASES

- Attached is a list of applicant's pending application(s) or issued patent(s) which may be related to the present application. A copy of the patent(s) is attached along with PTO 1449.
- A check is attached in the amount required under 37 CFR §1.17(p).

CERTIFICATION

- Each item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement.
- No item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the undersigned, having made reasonable inquiry, was known to any individual designated in 37 CFR §1.56(c) more than three months prior to the filing of this statement.

PETITION

- Applicant(s) hereby request consideration of the attached information. A check is attached in the amount of the Petition fee required under 37 CFR §1.17(i)(1).

DEPOSIT ACCOUNT

- Please charge any additional fees for the papers being filed herewith and for which no check is enclosed herewith, or credit any overpayment to deposit account number 50-2106. A duplicate copy of this sheet is enclosed.



31518
PATENT TRADEMARK OFFICE

3/19/03

Respectfully submitted,

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Form PTO 1449 (Modified)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY DOCKET NO. PIP-75-WILL	SERIAL NO. 09/826,814
LIST OF REFERENCES CITED BY APPLICANT		APPLICANT Eric Williams, et al.	MAR 2 PATENT
		FILING DATE April 6, 2001	GROUP 2162

2003

U.S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, etc.)

	AG	"SAS Institute names Ceres to CRM Partnership Program" Business Wire, 13 December 1998.
	AH	"Qualitative Marketing Software - QMSoft - Announces Centrus Customer Service Interaction Objects" Business Wire, 20 April 1999.
	AI	International Search Report for PCT/US02/09320, International Filing Date March 27 2002, Priority Date April 6,2001.

Examiner

Date Considered

*Examiner: Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.